IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) A method of monitoring a <u>monitored</u> device communicatively coupled to [[a]] <u>an intranet</u> network, comprising:

<u>periodically</u> obtaining, by a first monitoring computer through a firewall <u>at a monitoring site</u> using a first Internet protocol <u>over a wide area network</u>, first device information of the <u>monitored</u> device, the first device information including (1) status information obtained from sensors of the device, and (2) a device identification of the device;

storing, by the first monitoring computer, the obtained first device information;

processing the first device information and previously stored status information of the device monitored by the first monitoring computer to generate second device information that includes the first device information and the stored status information;

transmitting the second device information using a second Internet protocol from the first monitoring computer to a second computer <u>located at the intranet network of the monitored device</u>; and

receiving said second device information by the second computer,

wherein the first monitoring computer is remote from the device, and the first monitoring computer is the first computer to obtain the first device information from the device.

2. (Previously Presented) The method according to Claim 1, wherein the first Internet protocol and the second Internet protocol are a same Internet protocol.

3. (Previously Presented) The method according to Claim 1, wherein the first Internet protocol and the second Internet protocol are different Internet protocols.

4. (Previously Presented) The method according to Claim 1, wherein the transmitting step comprises transmitting the second device information to the second computer periodically regardless of a content of the second device information.

5. (Previously Presented) The method according to Claim 1, wherein the first device information comprises an Internet electronic mail message, and the second device information transmitted by the first monitoring computer comprises an electronic mail message.

6. (Previously Presented) The method according to Claim 1, further comprising:

generating, by the first monitoring computer, the second device information to include summary information regarding usage of the device,

wherein the step of transmitting the second device information from the first monitoring computer comprises transmitting, by the first monitoring computer, the second device information that includes the information regarding usage of the device to the second computer.

7. (Previously Presented) The method according to Claim 1, wherein the device is one of a printer, a copier, and a facsimile machine.

8. (Canceled)

9. (Previously Presented) The method according to Claim 1, wherein the obtaining step comprises:

obtaining the first device information through an Intranet.

10. (Canceled)

11. (Currently Amended) A system for monitoring a <u>monitored</u> device communicatively coupled to [[a]] <u>an intranet</u> network, comprising:

means for <u>periodically</u> obtaining, by a first monitoring computer through a firewall <u>at a monitoring site</u> using a first Internet protocol <u>over a wide area network</u>, first device information of the device, the first device information including (1) status information obtained from sensors of the device, and (2) a device identification of the device;

means for storing, by the first monitoring computer, the obtained first device information;

means for processing the first device information and previously stored status information of the device monitored by the first monitoring computer to generate second device information that includes the first device information and the stored information;

means for transmitting the second device information using a second Internet protocol from the first monitoring computer to a second computer <u>located at the intranet network of the monitored device</u>; and

means for receiving said second device information by the second computer,

wherein the first monitoring computer is remote from the device, and the first monitoring computer is the first computer to obtain the first device information from the device.

12-20. (Canceled)

21. (Currently Amended) A method of monitoring a plurality of <u>monitored</u> devices communicatively coupled to ~~a local~~ <u>an intranet</u> network, comprising:

<u>periodically</u> accessing, through a firewall <u>at a monitoring site</u> using a first Internet protocol <u>over a wide area network</u>, the plurality of devices by a service center computer that is remote from said ~~local~~ <u>intranet</u> network to obtain first device information of the plurality of devices, including status information obtained from sensors of the plurality of devices;

storing the obtained first device information;

periodically processing the first device information and previously stored status information of the plurality of devices monitored by the service center computer to generate a usage report for the plurality of devices that includes the first device information and the stored information;

transmitting the usage report, using a second Internet protocol, from the service center computer to a second computer <u>located at the intranet network of the monitored devices</u>; and

receiving the usage report by the second computer.

22. (Previously Presented) The method of claim 21, wherein the transmitting step comprises:

transmitting the usage report from the service center computer to the second computer as an e-mail message.

23. (Previously Presented) The method of claim 21, wherein the transmitting step comprises:

transmitting the usage report from the service center computer to the second computer as a facsimile message.

24. (Original) The method of claim 21, further comprising:

translating the usage report into a format suitable for display on a web page; and

receiving a request for transmission of the usage report from the second computer.

25. (Currently Amended) A system for monitoring a plurality of monitored devices communicatively coupled to a local an internet network, comprising:

means for periodically accessing, through a firewall at a monitoring site using a first Internet protocol over a wide area network, the plurality of devices by a service center computer that is remote from said local intranet network to obtain first device information of the plurality of devices, including status information obtained from sensors of the plurality of devices;

means for storing the obtained first device information;

means for periodically processing the first device information and previously stored status information of the plurality of devices monitored by the service center computer to generate a usage report for the plurality of devices that includes the first device information and the stored information;

means for transmitting the usage report, using a second Internet protocol, from the service center computer to a second computer located at the intranet network of the monitored devices; and

means for receiving the usage report by the second computer.

26-28. (Canceled)

29. (Currently Amended) A computer program product having a computer usable medium for monitoring an image handling device communicatively coupled to [[a]] an intranet network, comprising:

instructions for periodically obtaining, by a first monitoring computer through a firewall at a monitoring site using a first Internet protocol over a wide area network, first device information of the image handling device, the first device information including (1) status information obtained from sensors of the image handling device, and (2) a device identification of the image handling device;

instructions for storing, by the first monitoring computer, the obtained device information;

instructions for processing, by the first monitoring computer, the first device information and previously stored status information to generate second device information;

instructions for transmitting the second device information using a second Internet protocol from the first monitoring computer to a second computer located at the intranet network of the monitored device; and

instructions for receiving the second device information by the second computer,

wherein the first monitoring computer is remote from the image handling device, and the first monitoring computer is the first computer to obtain the device information from the image handling device.

30. (Currently Amended) A computer program product having a computer usable medium for monitoring a plurality of image handling devices communicatively coupled to [[a]] an intranet network, comprising:

instructions for periodically obtaining, by a first monitoring computer through a firewall at a monitoring site using a first Internet protocol over a wide area network, first device information of the image handling devices, the first device information including (1) status information obtained from sensors of the image handling devices, and (2) a device identification of the image handling devices;

instructions for storing, by the first monitoring computer, the obtained device information;

instructions for processing, by the first monitoring computer, the first device information and previously stored status information to generate second device information;

instructions for transmitting the second device information using a second Internet protocol from the first monitoring computer to a second computer located at the intranet network of the monitored devices; and

instructions for receiving the second device information by the second computer,

wherein the first monitoring computer is remote from the image handling device, and the first monitoring computer is the first computer to obtain the device information from the image handling devices.